CG-LIMS Acquisition Strategy Wiki: three month checkup
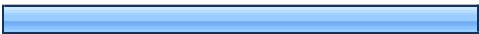
1. How many times did you visit the CG-LIMS Acquisition Strategy wiki?

	Response Percent	Response Count
0	2.6%	1
1	10.3%	4
2 to 5	15.4%	6
5 to 15	17.9%	7
15 or more	**53.8%**	**21**
	answered question	39
	skipped question	0

2. How many times did you contribute to the wiki by editing a page?

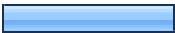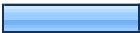|	Response Percent	Response Count
0	**43.6%**	**17**
1	15.4%	6
2 to 5	23.1%	9
5 to 15	10.3%	4
15 or more	7.7%	3
	answered question	39
	skipped question	0

3. Did you have something to contribute to the wiki but could not for any reason?

		Response Percent	Response Count
Yes		28.2%	11
No		**71.8%**	**28**
	answered question		39
	skipped question		0

4. What barriers kept you from contributing? (choose all that apply)

		Response Percent	Response Count
None		**51.4%**	**19**
Technical difficulties with tool		0.0%	0
Did not know how to contribute		5.4%	2
Did not want to share thoughts publicly		29.7%	11
Government policy		0.0%	0
Company policy		13.5%	5
Other (please specify)		13.5%	5
	answered question		37
	skipped question		2

5. How did you monitor changes to the wiki? (choose all that apply)

		Response Percent	Response Count
I didn't		25.6%	10
I used the "Watch" function and visited the "My Watchlist" page to see updates		10.3%	4
I used the "Watch" function and relied on e-mail updates		20.5%	8
I visited the "Recent Changes" page to see updates		**46.2%**	**18**
I subscribed to the RSS feed of the "Recent Changes" page to see all updates		17.9%	7
Other (please specify)		15.4%	6
	answered question		39
	skipped question		0

6. Should the government continue to use a forum like this to develop further CG-LIMS RFI's or RFP's like GSA has been doing recently?

		Response Percent	Response Count
Yes		**89.5%**	**34**
No		10.5%	4
	Why?		23
	answered question		38
	skipped question		1

7. From you personal perspective, did you get more value from this wiki than you invested in it?

		Response Percent	Response Count
Yes		**82.1%**	32
No		17.9%	7
	Do you have any comments on value proposition?		9
		answered question	39
		skipped question	0

8. These survey results will be shared with focus groups implementing the "25 Point Implementation Plan to Reform Federal Information Technology Management." Your feedback is particularly relevant to the team implementing Point 25: "Launch interactive platform for pre-RFP agency-industry collaboration." Based on your experience with this Acquisition Strategy wiki, is there anything you would like to share with that group? Do you have any input that hasn't been captured above?

	Response Count
	19
answered question	19
skipped question	20

9. Do you have any feedback for the folks at GSA's Center for New media and Citizen Engagement who set up the citizen.apps.gov environment we're using and did all the heavy technical lifting?

	Response Count
	20
answered question	20
skipped question	19

10. How would you describe yourself?			
		Response Percent	Response Count
Government -- directly involved in CG-LIMS project		25.6%	10
Government -- not directly involved in CG-LIMS project		7.7%	3
Industry -- potential CG-LIMS offerors		**43.6%**	**17**
Industry -- other		7.7%	3
Government support contractor (FFRDC, program office support)		12.8%	5
Concerned citizen		2.6%	1
Other (please specify)		0.0%	0
		answered question	**39**
		skipped question	**0**

4. What barriers kept you from contributing? (choose all that apply)

	Other (please specify)	
1	structure and display of the content is difficult to follow. where to insert a point of view and it make a difference?	Feb 5, 2011 9:05 PM
2	Time constraints with other work	Feb 7, 2011 11:00 AM
3	Too cumbersome	Feb 8, 2011 2:05 AM
4	current workload	Feb 8, 2011 2:45 PM
5	Need more time to analyze data and socialize with team members.	Feb 10, 2011 10:38 PM

5. How did you monitor changes to the wiki? (choose all that apply)

	Other (please specify)	
1	I just signed up	Feb 7, 2011 11:31 AM
2	I frequently scanned or read the wiki pages looking for changes.	Feb 7, 2011 1:04 PM
3	I would log in and review the pages.	Feb 7, 2011 1:28 PM
4	I like the recent changes tool but did not like that I could not discern what page was updated or the context to which the change was linked.	Feb 7, 2011 3:29 PM

5. How did you monitor changes to the wiki? (choose all that apply)

	Other (please specify)	
5	thought I signed up for email updates on changes but the feature didnt send me any prompts when updates occurred	Feb 7, 2011 8:11 PM
6	I also used the "diff" link a lot to zero in on specific changes. "check-in" comments describing the purpose of the change were also helpful.	Feb 7, 2011 9:14 PM

6. Should the government continue to use a forum like this to develop further

	Why?	
1	As a small women owned business, I need it.	Feb 7, 2011 11:31 AM
2	You are asking industry to make significant time investments for free.	Feb 7, 2011 11:59 AM
3	Promote open dialogue	Feb 7, 2011 12:09 PM
4	Information gathered in one spot, for all to see and provide input.	Feb 7, 2011 12:29 PM
5	Interaction between govt and industry will yield the best RFP and provide best value for govt in the end.	Feb 7, 2011 1:23 PM
6	You have to communicate with industry better. The contractor community is more focused on understanding your politics and budgets than your real needs. The industry is filled with companies who if they sold and delivered the way they do in private sector would never be allowed on a bidders list. The more your articulate business issues, technical requirements and options, the more focused you keep industry on your needs as opposed to your politics.	Feb 7, 2011 1:28 PM
7	I'm not sure that this is the primary site for RFI's and RFP's if it's not then will we be required to post this information in a 2nd location? Do not need to duplicate effort.	Feb 7, 2011 1:29 PM
8	Better information flow and communication vs no comm	Feb 7, 2011 1:37 PM
9	Collaboration will provide a more solution focused approach. RFPs where requirements are seemingly developed without external input tend to be harder to respond and implement.	Feb 7, 2011 2:25 PM
10	Opportunity for greater feedback and collaboration (input) from all parties than traditional one-sided aproach.	Feb 7, 2011 2:30 PM
11	Good way to keep communications equal across the board	Feb 7, 2011 3:23 PM
12	Excellent way to provide industry with the means to provide feedback to the project office	Feb 7, 2011 3:35 PM
13	Tool to increase industry-government collaboration.	Feb 7, 2011 5:48 PM
14	It's a great collaboration tool; also you can tell when updates were made.	Feb 7, 2011 6:35 PM
15	The wiki forum seems to be much more open and if it includes historical information / brainstorming type information like it has for this wiki, I think it provides valuable insight that is usually guessed at or derived. I think this leads to solutions that are more targeted to the customers needs. One caveat though is that it doesn't protect industry intellectual property for those that want to contribute.	Feb 7, 2011 9:14 PM
16	In person meetings are better	Feb 8, 2011 2:05 AM
17	This will foster better communications with industry and allows the govt to obtain free SME input. Also, it levels the playing field regarding vendor involvement with RFP development.	Feb 8, 2011 2:45 PM
18	Provides good interface with Government in lieu of face to face meetings.	Feb 8, 2011 4:04 PM

6. Should the government continue to use a forum like this to develop further

	Why?	
19	It provided a tremendous amount of information, but more importantly, communicated what you were thinking/doing. With the on-going blackout of customer visits, it has been very difficult for companies that do not already have contracts in/around shops involved with Logistics Transformation/CG-LIMS to get much information at all.	Feb 8, 2011 6:20 PM
20	Good idea perhaps forum could be refined to improve value.	Feb 9, 2011 4:06 PM
21	For private sector everyone stays informed... cuts way down on guessing.	Feb 10, 2011 12:33 PM
22	With the weekly blog postings and wiki ther has been no ambiguity on what the Government is intending to do. As an Integrator it allows to me to focus more clearly on what my competitive approach will be.	Feb 10, 2011 9:23 PM
23	Open comm sets smart people to dshaping solutions that best benefit CG constraints and acquisition strategy drivers.	Feb 10, 2011 10:38 PM

7. From you personal perspective, did you get more value from this wiki than

	Do you have any comments on value proposition?	
1	The flow of the material and "get to the point" focus items would be helpful.	Feb 5, 2011 9:05 PM
2	A minute or two a day or so, accomplished more than several hour long meetings with a dozen people or more.	Feb 7, 2011 11:04 AM
3	The information obtained from the wiki was certainly more valuable than my modest contributions.	Feb 7, 2011 1:04 PM
4	Great way to easily understand latest thinking of project team.	Feb 7, 2011 1:23 PM
5	It was innovative, informative and very well managed. CAPT Taylor did an outstanding job setting this up. This is the kind of risk taking and leading edge stuff we want as taxpayers and as industry participants.	Feb 7, 2011 1:28 PM
6	This was only true due to the PM's committment to the tool	Feb 8, 2011 2:45 PM
7	I highly recommend the use of similar wikis on future acquisitions. The information is invaluable for bidders, saving us time and providing authoritative, not speculative, data.	Feb 8, 2011 6:20 PM
8	More communication always makes things easier. This is a way to communicate across the entire landscape of interested parties.	Feb 10, 2011 12:33 PM
9	Wiki is a shaping/brainstorming tool. Will help to shape answers to problems/constraints.	Feb 10, 2011 10:38 PM

8. These survey results will be shared with focus groups implementing the

	Response Text	
1	The efficiency of a wiki as compared to a series of time displacing meetings for many people, is hard to imagine, until you see it happen.	Feb 7, 2011 11:04 AM
2	None. I just joined.	Feb 7, 2011 11:31 AM
3	Too detailed requiring too much valuable time from interested bidders. The wiki (or more appropriately, a forum) would serve well to vet general ideas and less detailed information.	Feb 7, 2011 11:59 AM

8. These survey results will be shared with focus groups implementing the

	Response Text	
4	Preparation for an RFI seems better as an open process. However, there is a wide distrust that must be overcome that the playing field is never even and the ability to go outside the process still exists. So the Wiki can be used for private advantage by clever adaptation. Even handedness and management of the site in permitting and editing content is the place where your goals of transparency will either be met or lost.	Feb 7, 2011 12:09 PM
5	After three months, the wiki became quite large. I found it challenging to keep up with all the pages, comments, files and links that were added over the weeks. The issue wasn't just knowing that changes had been made, it was also knowing how the changes fit in to the context or conversations captured in the wiki. My review required re-reading pages (often several times over the course of three months) to understand the impact of edits or the issues comments addressed.	Feb 7, 2011 1:04 PM
6	My challenge with the Wiki has more been on the content. I completely understand the rules and regulations you have to work within. The problem as I see it, is the USCG is stuggling to come up with an approach within those constraints. It appears you spend more time devising approaches and trying to be creative on how to work within the rules, rather than how to be creative to solve the problem or create the capability. Perhaps I differ on this, but one needs to look no farther than DOD to ask if al this "acquisition policy" stuff produces results. Projects are drastically over budget, stuff does not work, life cycle costs are high. My point is this - somehow the government has to loosen the reins on the policy and get more focused on the results. Focus more on the business and mission issues to be solved. This is your strength and ultiimately why you are doing this CGLIMS program. You know what the mission needs better than anyone in industrry! The acquisition rules need to support the business and the mission, not the other way around. Second, I commend the team for meeting with the other large ERP programs. These programs have all collectively spent billions of dollars (Army, Navy, DLA ERP). You have to learn from them because you do not have the time or money to repeat the mistakes they made. They all did great things with the technology and for their commands, but at a significant cost. Learn what went right and wrong. Finally, I urge you to keep it up. The dialog between industry and government has to change. Much more communication on outcomes, innovation, requirements, constraints, operational scenarios has to occur. The more industry see's you focused on your business problem and mission and less on the process and politics, the more they will focus on solving your business problem. I hope I am not being to blunt and please do not misunderstand my statements. I think your Wiki has been fantastic and I have recommended it to both my government and commercial clients. Keep pushing the innovation on this and keep engaging industry. It will pay huge dividends for you. Jay Heroux CSA jheroux@csaassociates.com	Feb 7, 2011 1:28 PM
7	Excellent tool for distributing large amount of info to a large audience. A little more problemmatic when trying to solve a problem virtually.	Feb 7, 2011 1:37 PM
8	This creates a forum for industry and gov't to "colllaborate" in an open environment. It affords all vested parties an opportunity to share thoughts and cultivate ideas.	Feb 7, 2011 2:30 PM
9	The USCG Acquisition team has done a good job of putting information out in a public forum that will help with the CG LIMS acquisition process. It is also an excellent forum to keep everybody informed on an equal basis.	Feb 7, 2011 3:23 PM

8. These survey results will be shared with focus groups implementing the

	Response Text	
10	I like the Wiki and found it useful as a tool for collecting information in common area. Only recommendation is understanding a common architecture of the wiki would help in locating information. At times it was difficult to know definitively if the information I was reviewing was indeed the most current. I found myself asking people in the PMO where the most current information was being shared and sorted. The 3 pages of Whiteboard, Strategy Brainstorming, and Q&A's allowed people to provide information at their discretion as they categorized it. Administrative guidance or one page segmented by these 3 thoughts may have made navigating through those ideas simpler. As our process matures, so will our familiarity with the tool and perhaps a structured forum where common understanding is understood by all.	Feb 7, 2011 3:29 PM
11	Due to their nature, draft and final RFPs often do not tell the complete story of a project's needs and contain areas requiring interpretation and assumptions. Forums like the wiki allow industry to participate earlier in the process and I think will result in better and more complete offers from industry and better choices for the govt.	Feb 7, 2011 3:35 PM
12	Keep it up!	Feb 7, 2011 5:48 PM
13	no	Feb 7, 2011 6:35 PM
14	All information sources are good but at the end of the day if you can't speak to someone, its no good.	Feb 8, 2011 2:05 AM
15	No.	Feb 8, 2011 4:04 PM
16	I missed the "Watch" function or would have signed up for it. Will go do so now. My company firewall blocks RSS feeds.	Feb 8, 2011 6:20 PM
17	No	Feb 10, 2011 12:33 PM
18	The one thing I would have added was more information about the acquisition timeline.	Feb 10, 2011 9:23 PM
19	Government needs to use wiki as a tool for shaping and informtaion gathering. Yet not be shaped by highly active, biased, contributors. Need to understand motivations of contributors. Uncertain if there is a way to gather that data or develop accountability for content updates. Would there ever be cause for protest, based on level of wiki contributions?	Feb 10, 2011 10:38 PM

9. Do you have any feedback for the folks at GSA's Center for New media and

	Response Text	
1	The site structure is too complicated. Make it simple.	Feb 5, 2011 9:05 PM
2	Thanks! :-)	Feb 7, 2011 11:04 AM
3	The CGLIMS Wiki is too detailed and somewhat difficult to navigate. Personally I find a forum/newsgroup format to be much easier (i.e. responses and responses to responses).	Feb 7, 2011 11:59 AM
4	No - I applauded the initiative but believe some IV&v might have been a good idea from up fromt	Feb 7, 2011 12:09 PM
5	Occasionally the instructions for uploading files and images were not sufficient to ensure the process could be completed without problems. A trial and error approach was often used until the desired results were obtained.	Feb 7, 2011 1:04 PM
6	They did a great job! Its easy to use and always available. I cannot recall one time not being able to log in and do my work or read the Wiki. Outstanding.	Feb 7, 2011 1:28 PM

9. Do you have any feedback for the folks at GSA's Center for New media and

	Response Text	
7	Does not provide 100% capability to converse with somebody but does allow some exchange of information and allows a wider distribution of info (to a broader audience)	Feb 7, 2011 1:37 PM
8	Needs to be easier to use	Feb 7, 2011 1:40 PM
9	This is a good start! Keep up the good work... I would also consider contracting some outside support by small businesses that have experience in developing Social Media apps (think AOL, ex-AOL community). There is a a lot of talent in this, Hosted, Collaborative, and Intercative (Web 2.0) environment you should tap!	Feb 7, 2011 2:30 PM
10	The site is relatively straight forward and easy to use.	Feb 7, 2011 3:35 PM
11	It's frustrating when you have input information then after 20 minutes or so; you have lost the information.	Feb 7, 2011 6:35 PM
12	thanks	Feb 7, 2011 8:11 PM
13	This is a great environment. Please continue to support and evolve.	Feb 7, 2011 9:14 PM
14	Not everyone thinks the the the techies do! Design something intutitive if you have to have electronic media.	Feb 8, 2011 2:05 AM
15	Go for it! Don't turn back or second guess this as a good tool. Give it an honest try, at least one year of data, then decide. One pro is that I could get involved while teleworking since it was internet friendly. No agency domain log in required.	Feb 8, 2011 2:45 PM
16	No.	Feb 8, 2011 4:04 PM
17	Great job!	Feb 8, 2011 6:20 PM
18	Great job.	Feb 10, 2011 12:33 PM
19	For an opportunity of this size it has dramatically reduced my "normal" face-to-face time I would have needed with Coast Guard personnel (if I could have gotten any at all).	Feb 10, 2011 9:23 PM
20	wiki is the way to gather good intel and observations from industry and government partners.	Feb 10, 2011 10:38 PM